COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
600 East Broad Street, Suite 1300
Richmond, VA 23219

March 5, 2015

ADDENDUM No. 1 TO VENDORS:

Reference Request for Proposal:	**RFI 2015-01**
Dated:	**February 13, 2015**
Due:	**April 1, 2015**

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFI. Please incorporate as necessary.

1) See Attachment A for the Department of Medical Assistance Services response to questions/inquiries as submitted by potential Responders.

Sincerely,

Christopher M. Banaszak

DMAS Contract Manager

Section A: General

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
1.		Has funding been allocated for the MES and if so, from where? If not, where will the DMAS look for funding? Is there an estimated time frame available for when the MES RFP might be released, in the event there is one? Is it known at this time what will likely be procured separately (data warehouse, provider management, etc…)? Is there a technical contact in regard to this effort? Might a consultant be hired to aid in this effort and if so, approximately when and for what?	The RFI is not associated with funding the Medicaid Enterprise System. This request for information will be used to assess the viability of solutions and as input to the determination of a strategy for future Request for Proposal (s) as needed. The RFP timeline is posted on the DMAS web site in the MMIS Replacement Library. The target for release is January 2016. Funding associated with RFPs includes Federal and State Funding. Funding related to the RFP(s) will not be available to the public until after the award (s).
2.		Euclid Infotech is a company based in Mumbai, India. We are interested in participating in the tender mentioned above hence want to get more information about the same. Considering the geographical constraint of personally reviewing the document, I request you to provide us the following details before we buy the document: 1) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required. 2) Soft Copy of the Tender Document through email. 3) Names of countries that will be eligible to participate in this tender. 4) Information about the Tendering Procedure and Guidelines 5) Estimated Budget for this Purchase 6) Any Extension of Bidding Deadline? 7) Any Addendum or Pre Bid meeting Minutes? We will submit our offer for the same if the goods or services required fall within our purview. Also we would like to be informed of future tenders from your organization. Hence, we request you to add our name to your bidder's list and do inform us about upcoming Projects, Tenders. We will be highly obliged if you can send us your complete & latest contact information. This will help us reaching to you faster. Please revert back to this same mail.	These questions do not pertain to the RFI process issued by DMAS.

Section A: General

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
3.		HP submits the following questions regarding the MMIS RFI. The concern here is that your RFI asks for significant detail but also states that our responses will be available by FOIA. We will craft our responses differently based upon when the RFI responses will be released to our competitors. Here are the questions: 1. The RFI states that the deadline for submitting inquiries is Monday, February 23, 2015. When does the state intend to publish response(s) to those questions or inquiries? 2. Section 4. - Response Requirements, item e -Proprietary/Trade Secret/Confidential Information states that all material provided in response to the RFI is subject to the VA Freedom of Information Act (FOIA). Our experience is that many states hold all RFI response documentation until the planned RFP process is completed. Please confirm VA will follow a similar process or will the state grant any FOIA requests prior to award of the RFP?	1. DMAS plans to post answers to submitted questions by 3/6/15. 2. The RFI does not fall under the Virginia Procurement statutes. Therefore, it is subject to FOIA request. The RFP process does fall under the Virginia Procurement statutes and responses will be held until after awards are given.
4.	General and Section I(4)(e) Pages 2&6	In two separate places of the RFI, DMAS indicates that "all data, materials and documentation originated and prepared for the Department pursuant to this RFI belong exclusively to the Department and shall be subject to public inspection in accordance with the Virginia Freedom of Information Act (FOIA) (Va. Code §2.2-3700, et seq. Therefore, organizations should not submit any proprietary, trade secret or confidential information in their response to any aspect of this RFI." On the other hand, one of the stated goals of the RFI is to "strengthen the program's design and determine the feasibility of this initiative [i.e., the procurement of a replacement MMIS]". It may be more difficult for DMAS to achieve this goal if respondents are not able to provide the level of detail in their responses that could include confidential business or financial information and even possibly trade secrets. If respondents are not permitted to provide that level of detail, with the understanding and assurance that should a FOIA request be received, DMAS will honor the redaction requested by the respondent solely with respect to information that meets the	The RFI does not fall under the Virginia Procurement statutes. Therefore, it is subject to FOIA request. DMAS appreciates the desire to provide a detailed response. The vendor community can request to demonstrate their solution after the RFI process and prior to the RFP process.

Section A: General

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
		definition of a trade secret or confidential business or financial information, DMAS may receive much more general responses. Based on the above, will DMAS amend the RFI to permit respondents to include trade secret or confidential business or financial information that, if marked as Confidential, with a cover letter explaining how such information meets that definition, only a redacted version will be released in response to a FOIA request?	
5.	Page 1	When will the State post answers to submitted questions?	See response to question 3 item "1".
6.	4.c Pages 5-6	Please clarify how many attachments are beingrequested in RFI Section 4.c and the associated pagelimitations, as listed below. 1) Does the Commonwealth want a separateattachment to address "a descriptive outline ofyour proposed operations? If so, is thatsection limited to 10 pages? Also, pleaseclarify what is meant by "outline of yourproposed operations? Does this refer to whatwe would propose for VA MMIS once a newsystem was installed? Or is this asking forinformation about our experience with variousMMIS operations that we manage? 2) Does the Commonwealth want a separateattachment to address company history? If sois that section limited to 10 pages? 3) Does the Commonwealth want a separateattachment to address financials? If so, isthat section limited to 10 pages or is theCommonwealth asking for annual reports or10-K statements? 4) Or does the Commonwealth want oneattachment that does not exceed 10 pages intotal but collectively answers all the itemsrequested in RFI section 4.c?	The Commonwealth wants one attachment that does not exceed 10 pages in total but collectively answers all the items requested in RFI section 4.c
7.		Is it DMAS's intention to share the results of the MITA SS-A with potential vendors? If so, can DMAS provide vendors a timeline of when the MITA SS-A will be completed and available to vendors?	DMAS will share the MITA SS-A. The target timeline to complete and post the MITA SS-A is May 2015.
8.		The MMIS procurement library shows the timeline for vendor demos between April and May 2015. Can DMAS provide the demo specifics (i.e. duration and agenda format) to vendors as soon as possible?	DMAS will provide an outline for the duration and high level agenda of a demonstration with a target of March 31, 2015.

Section A: General

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
9.		Please accept the following clarification request in regards to the MMIS RFI: In the attempt to provide the most thoughtful and informative response to the Commonwealth while at the same time not submit any proprietary, trade secret, or confidential information in our response to any aspect of this RFI, clarification is requested of DMAS to provide confirmation that it is acceptable for vendors to respond to this RFI with succinct, high level and conceptual information around solutions, services and offerings rather than detailed product descriptions, names of specific component parts and any other pertinent information that fully describes each of our complete solutions.	DMAS realizes the constraint the RFI places on vendors; therefore proprietary, trade secret, or confidential information should not be disclosed. It is DMAS's expectation that it is acceptable for vendors to respond to this RFI with succinct, high level, and conceptual information around solutions, services and offerings.
10.	Section 1, 4.d	Providing a document in .docx format may result in changes to layout depending on the equipment used to open it. Would the Commonwealth consider accepting the electronic copy of RFI responses in Adobe Acrobat (PDF) format to ensure document stability?	Yes. DMAS has provided a working copy of the questions to assist vendors. An Adobe Acrobat (pdf) version that provides a stable document format is acceptable.
11.		Is the Department conducting its MITA 3.0 State Self-Assessment and/or MMIS procurement planning work with the assistance of a consultant? If so, who is assisting with these efforts?	No. The MITA 3.0 State Self-Assessment and MMIS procurement planning are being conducted by internal staff.

Section B. Data Warehouse

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
1.		Please see CMA's Questions below regarding RFI 2015-01 1. When DMAS issues a solicitation to procure the replacement MMIS, will the Data Warehouse component of the MMIS be procured under a separate solicitation? 2. Is there an existing Data Governance organizational structure within DMAS, and/or another state agency such as the Virginia Information Technology Agency (VITA), that will play a role in the Replacement MMIS and Replacement Data Warehouse implementations?	1. A decision has not been made about whether to separate data warehouse solicitation from MMIS. DMAS is open to both of the options. 2. DMAS is in the process of establishing a Data Governance committee and it may serve as one of the stakeholders in the decision-making process.
2.	B1 Page 7	Will you please provide detail about DMAS' data management strategy?	DMAS's data management strategy is comprised of 5 main components - 1. Centralized data warehouse solution, 2. Enterprise analytics platform, 3. Enterprise document management system, 4. Data Governance, 5. Metadata management (consumed by both technical and business entities).
3.	B2 Page 7	What are the roles of MVS and OS2 in the future?	A decision has not been made yet.
4.	B3 Page 7	Does DMAS have an overarching data governance effort underway? If so, are there integration points that should be addressed?	DMAS is in the process of establishing a Data Governance committee, and it may serve as one of the stakeholders in the decision-making process. DMAS firmly believes there are potential integration points, and DMAS is open to any suggestions on how they may be addressed.
5.	B4 Page 7	Does DMAS have an overarching metadata management effort underway? If so, are there integration points that should be addressed?	A structured metadata management has not been established yet.

Section B. Data Warehouse

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
6.	B7 Page 8	Does the change data capture discussion belong with data integration topic? Isn't your intent that we provide information about change control for the data warehouse in this topic?	We are interested in CDC for Data Integration and as interested to learn about vendor's solution for synchronous/near real-time change data capture. In addition, we are also interested in comprehensive change control for data warehouse.
7.	B11 Page 8	What types of reports and analytics does DMAS perform today using SAS Data Analytics and MS Office products?	DMAS currently uses Base SAS on PC for reporting and analysis. MS Office products such as MS Excel are used extensively to share results of SAS programs. DMAS plans to upgrade to Enterprise SAS Analytics platform in the near future and intends to implement MS plugin for SAS. The current and future reporting needs can be broadly categorized as: 1. Descriptive: standard reports, ad hoc reports, drill downs, and alerts. 2. Statistical: statistical modelling and analysis, exploratory analysis, forecasting, predictive analytics, and optimization.
8.	B1 Page 7	Question B1 on page 7 references DMAS's Data Management strategy. Can DMAS please provide this strategy to vendors?	DMAS's data management strategy is comprised of 5 main components – 1. Centralized data warehouse solution, 2. Enterprise integrated analytics platform, 3. Enterprise document-management system for output management, 4. Enterprise Data Governance, 5. Metadata management (comprised of both technical and business definitions). Moreover, it should be in a format that can easily be consumed by both technical and non-technical users.
9.	B	Appendix B, Data Warehouse: 1. How many data sources are expected to be integrated into the data warehouse? What is the technologies on which these source systems are implemented?	1 .There are disparate data sources in different formats including databases such as DB2, Oracle, and SQL server, as well as external data file exchanges, etc. DMAS believes that the future solution will also

Section B. Data Warehouse

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
		2. Does the State already have a Data Governance and Data Quality Process and organization in place, or is it looking for the vendor to propose a solution in this area? 3. What is the update frequency that the State is expecting from the various data sources? 4. What kind of response times is the State expecting on queries? 5. What are the security and auditing requirements of the data warehouse? 6. How many years of historical data would the State like to be able to analyze in the data warehouse?	have similar data source diversity. At a high level, DMAS is interested in a comprehensive solution that can integrate disparate sources that are both internal and external to the organization. 2. DMAS is in the process of establishing a Data Governance body and defining Data Quality process. Additionally, DMAS is interested in supporting software to complement the processes. 3. Update frequency may vary based on the source. At a very minimum, a weekly refresh will be required. It is likely that a daily refresh is implemented. The decision will be made based on future MMIS solution. 4. The data warehouse solution will host dashboards and dynamic reports which make it critical for data warehouse queries to have fast response times. Specific details on response-time requirements will be provided in the RFP. 5. The data warehouse solution must comply with HIPAA security standards, MITA security guidelines, and State (VITA) security requirements. 6. The major areas for scope for historical data load are - a. At least 10-years' worth of claims data, b. Member eligibility data since inception of the program, c. Provider data since the inception of the program, d. Other subject areas such as financial, clinical, etc. That may be included based on the state statute of data retention.

Section C. Pharmacy

No questions submitted.

Section D. Fee-For-Service

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
1.	D10 Page 11	Please clarify what is meant by "program support" within this question.	Operational functions such as Provider Enrollment, Call Centers, Mass Mailing, Auditing, Prior Authorization, etc.
2.	D32 Page 12	Please clarify the type of "audit" referred to within this question.	The term audit is used to describe claims reviewed by internal staff and/or a Contractor to verify that the provider properly billed Virginia Medicaid for services rendered to Medicaid recipients.
3.	D17 Page 11	Question D17 on page 11 of the RFI asks vendors to respond with the best way to handle the Medicare Premium Payments process between the MMIS and CMS. Can DMAS please clarify if this question is referring to Medicare Part B and A Buy-in process, the Medicare Modernization Act (MMA), the Medicare Part D Prescription Drug "Clawback" or both?	Currently, the MMIS Member Subsystem is the basis for information pulled for the file-transfer process with CMS for enrollment or deletion of individuals for Medicare Buy-in. Is there potential for a real-time data transfer with CMS to eliminate the back-end uploads and numerous reports required to remediate discrepancies with CMS?
4.	D22 Page 11	Question D22 on page 11 requests vendors to describe how their solution would support real time eligibility verification. Can DMAS provide details on the current Eligibility Determination System (EDS)? How does the exiting EDS support real time integration? Does the EDS also act as the enrollment broker for all Managed Care Recipients and assign recipients to Managed Care Providers?	ARS and MediCall are the current platforms used by providers for direct on-line access to eligibility information. These systems have their limitations and are not as robust as providers would like. Providers want a more user-friendly interface including the ability to pull a report of all members under their care, the ability to go back more than 12 months from the current month, plain-language descriptions of the coverage members have, easier search mechanisms, and faster overall responses. MediCall, the telephonic response platform, is very slow, and the explanations of eligibility are very long.

Section E. Platform and Environment

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
1.		What investments has the Commonwealth made on Business Intelligence technologies that DMAS could potentially leverage?	While DMAS is aware of a few initiatives across the Commonwealth, it is beyond the scope of this RFI to discuss them. Nevertheless, DMAS will consider any opportunity of synergy that may be suggested as part of the RFI.
2.		Does the Commonwealth have standards, preferences, or constraints regarding leveraging Cloud for development, testing, and production environments?	Yes. Any DMAS data must stay within the USA; offshore storage is not permitted.

3.		Current environment:
		1. What is the technology platform of the current MMIS?
		2. How many eligible members are in managed care?
		3. How many are in traditional fee-for-service?
		4. How many claims/encounters occur per month and per year?
		5. What is the size of the current MMIS database in terms of the number of GB of data stored in that solution?
		6. How much claims history exists in the current solution in terms of the number of years currently stored within the MMIS?
		7. What is the growth rate of that information?
		8. How many unique providers are found in the MMIS?
		9. What are the components and version numbers of the IBM SOA Stack that are implemented at the State?
			1. Mostly IBM z/OS
			2. Around 733,000
			3. Around 315,000
			4. Around 32,400,000 FFS/38,400,000 Encounters per year
			5. 570 GB
			6. Three years of claims history, except for defined exceptions.
			7. The growth rate over the past year was 9%.
			8. 57,070 unduplicated actively enrolled fee-for-service providers
			9. WODM Decision Server/Decision Center: 7.5.0.3
			   WESB: 7.5.1.2
			   WAS: 8.5.5.2
			   WTX: 8.4.0.3
			   Inspector: currently 8.0.0.3
			        (will be upgraded 8.0.0.10 in March)
			   WebSphere MQ 7.5.0.0
			   IBM InfoSphere MDM 10.1.0.222

4.	E	Appendix E, Environment Integration/Project Management Office/Centralized Security: 1. What is the technology stack on which the Commonwealth's Authentication System (CAS) is implemented?	1. Commonwealth's Authentication System (CAS) is an identity-management and Authentication solution provided by VA DMV. Please refer to "http://dls.virginia.gov/commission/Materials/CAS.pdf" for more information.

Section E. Platform and Environment

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
		2. What are the numbers and types of users (e.g., casual users, executives, power users, providers) who will make use of the data warehousing solution? 3. Are program integrity and fraud, waste, and abuse capabilities to be a part of this solution? Can the State please expand more on these requirements for these capabilities? 4. What are the business continuity and disaster recovery requirements for this effort in terms of Recovery Point Objective (RPO), Recovery Time Objective (RTO), and Maximum Acceptable Outage (MAO)?	2. The user group may be broadly categorized as a. Business users – Basic descriptive data needs on an ad hoc basis – standard SAS programs; b. Power users – programmers – Complex data extracts, matching and analysis; c. Analytics Power Users (Heaviest users) – Mining, exploratory analysis, prediction, and authors of dynamic visualization; d. Managers – standard reports, ad hoc, drill down and alerts; e. Executive management – Dashboards, management review decks, etc.; and f. External community (Provider) – primarily consumers of information for dynamic visualizations. 3. Yes, DMAS must be able to audit, show compliance with various laws, regulations, and policy standards, such as NIST, VITA Security Standards (not just SEC501; there are others, listed on VITA website library (at http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs), HIPAA, Social Security Administration, State/Federal laws regarding PII, PHI, etc. 4. See Item 3 that lists the various requirements for compliance, including business continuity, disaster recovery, etc.

Section F. Financials and Budget

No questions submitted.

Section G. Managed Care and ASO

Question Number	RFI Section/Page No.	Question/Comment	DMAS Response
1.	G4 Page 17	Question G4 on page 17 asks vendors to describe how their solution supports PMPM capitation payments. Can DMAS please describe how incentive rates are paid today?	DMAS does not currently make any performance-based incentive payments for MCOs. With regards to the PCP incentive project for ACA, the funds for the additional payments to providers were built into the existing capitation rates.
2.	G4 Page 17	Question G4 on page 17 asks vendors to describe how their solution supports PMPM capitation payments. Can DMAS please describe the current capitation payments process for newborns not enrolled in MMIS?	Currently, these payments are made as monthly lump-sum financial transactions through a manual off-system reconciliation process.

Section H. Organizational Change Management

No questions submitted.